

Program B00

DOT - Toll Operations and Maintenance**Recommendation Summary**

Dollars in Thousands

	Annual FTEs	General Fund State	Other Funds	Total Funds
2009-11 Expenditure Authority	21.0		60,117	60,117
Total Maintenance Level	16.2		29,969	29,969
Difference	(4.8)		(30,148)	(30,148)
Percent Change from Current Biennium	(22.9)%		(50.1)%	(50.1)%
Performance Changes				
Reduced Funding for HOT Lanes			(1,850)	(1,850)
Projected Savings-Toll Operations			(4,494)	(4,494)
Civil Penalty Process	10.5		6,111	6,111
SR 520 Toll Operations	17.4		33,373	33,373
Suspend Plan 1 Uniform COLA #			(48)	(48)
Subtotal	27.9		33,092	33,092
Total Proposed Budget	44.1		63,061	63,061
Difference	23.1		2,944	2,944
Percent Change from Current Biennium	109.8%		4.9%	4.9%
Total Proposed Budget by Activity				
Tolling Maintenance and Preservation	3.2		2,929	2,929
Tolling Operations	40.9		60,132	60,132
Total Proposed Budget	44.1		63,061	63,061

PERFORMANCE LEVEL CHANGE DESCRIPTIONS**Reduced Funding for HOT Lanes**

Funding is reduced to match expenditures with anticipated revenue in the SR 167 High Occupancy Toll Lanes Account. (High Occupancy Toll Lanes Operations Account- State)

Projected Savings-Toll Operations

Funding is reduced for the Tacoma Narrows Bridge tolling operations to reflect efficiencies in contracted services. Effective January 2011, a new statewide Customer Service Center (CSC) will open to replace the existing CSC. Costs for this contract will be allocated among the Tacoma Narrows Bridge (TNB), State Route (SR) 167 and SR 520, resulting in an estimated savings for TNB of approximately \$4.5 million in the 2011-13 biennium. The savings will be achieved through a reduction in the cost of the contracted services and does not affect staffing levels. Because shared costs are assumed to be allocated based on the number of transactions, the actual reduction in costs for TNB will depend on the number of transactions at each facility. (Tacoma Narrows Bridge Account-State)

TRANSPORTATION

Civil Penalty Process

Funding is provided to cover the cost to administer the civil penalty process that is critical to toll enforcement. In 2010, the Legislature passed Chapter 249, Laws of 2010 which created a new civil penalty process. If a vehicle uses a toll facility and the vehicle owner does not pay within 80 days from when the facility was used, the owner will receive a notice of civil penalty. For State Route 520, funding for this process is expected to be recouped through the civil penalty revenues. For the Tacoma Narrows Bridge (TNB), funding for this process comes from the TNB account. (State Route Number 520 Civil Penalties Account-State, Tacoma Narrows Toll Bridge Account)

SR 520 Toll Operations

Funding is provided for tolling operations on State Route (SR) 520. \$28.0 million was provided as one-time funding for toll operations on SR 520 in the 2009-11 biennium. In the 2011-13 biennium, \$34.3 million is needed to maintain SR 520 toll operations. Tolls are expected to contribute approximately \$1.1 billion in project funding to the SR 520 Floating Bridge and Landings+Eastside project. Of the \$1.1 billion, approximately \$200 million is provided through early tolling from 2011 through 2015. This item funds SR 520's share of customer service center costs, the electronic tolling system, communication staff to introduce tolling in this corridor and attempt to achieve a goal of 74 percent of trips be covered by prepaid accounts, accounting staff to perform the state's fiduciary responsibility, and associated costs such as postage and credit card fees. (State Route Number 520 Corridor Account-State)

ACTIVITY DESCRIPTIONS

Tolling Maintenance and Preservation

This activity provides statewide maintenance and preservation of the Tacoma Narrows Bridge and State Route 167. It also includes inspections, erosion prevention, landscape maintenance, snow and ice removal, bridge deck repair, and painting.

Tolling Operations

This activity is responsible for current and future statewide toll collection operations, including toll account management, customer service, and toll payment enforcement in order to safeguard state assets. The activity manages the quality and efficiency of toll operations for state transportation facilities financed through direct user fees or tolls. Toll Operations is also responsible to forecast and analyze traffic, revenue, operations, and maintenance costs for the purpose of recommending toll schedule adjustments to the toll setting authority. It also provides statewide tolling operations, which currently include the Tacoma Narrows Bridge, State Route 167, and planning for State Route 520.